Ashley Vallette

(902) 314-6666 - ashleyvallette.professional@gmail.com

Career goals

To develop a long-term relationship with an innovative company; to find a contemporary work environment where my natural curiosity and disposition towards creative problem solving will be encouraged.

Work experience

KOA Campgrounds, Charlottetown/Cornwall
Cleaner, May 2021 – September 2021

- Maintained cleanliness and sanitization of all public areas
- Prepared and repaired client-facing assets (linens, camping supplies, simple lodging items, etc.)
- Acted as a public liaison - worked to address different housekeeping needs of clients
- Recorded and managed inventory levels of different products
- Upheld cleaning standards through diligent time-tracking and various physical logs

Buchanan Technologies, Charlottetown
Service Desk Analyst, December 2020 - May 2021

- Triaged advanced cases to other departments at the service desk
- Performed lookups in Active Directory to troubleshoot login issues
- Inputted issue summaries of each case for the client's records in a ticketing software
- Worked on email tickets, phone calls, and a chat system to aid with technical hardware or software related issues on Mac and Windows PCs
- Read through documentation to ensure consistent measures were taken to resolve issues

Haemonetics, Edmonton
Application Support Analyst, April 2020 - July 2020

- Investigated root-cause of network and application issues
- Triaged cases and directed them to appropriate internal associates
- Extracted insight on application issues from external stakeholders
- Ran SQL scripts to fix invalid data entered into the system
- Wrote SQL queries to better understand technical issues
- Inputted issue summaries of each case for the client's records
- Followed standard operating procedures and work instructions

Western Drug Distribution Center, Edmonton
Software Support Analyst, May 2017 - March 2020

- Developed custom financial reports for stakeholders using SQL
- Investigated root cause of hardware or software failure
- Inputted all tickets into Jira to track new features and fixes
- Tracked all website changes into GitHub
- Communicated with different stakeholders (such as clients or executives in the company) regarding software and hardware issues and improvements
- Met with developers to review issues and discuss new software features
- Adhered to legislation and regulations relating to the veterinary industry
- Provided in-house software training for new and existing clients

Education

Holland College
Computer Information Systems, September 2021 - April 2023

- Attended Holland College with courses such as Object-Oriented Programming, Web Development, Android Development, Business Communications, Networking Principles, Information Security and Databases.

Northern Alberta Institute of Technology
Computer Network Administration, September 2013 - June 2014

- Graduated the Computer Network Administration program with courses covering topics such as Linux, Active Directory, scripting fundamentals, technical communication, network fundamentals, virtualization, and client/server fundamentals

Skills

- SQL
- Java
- Windows, Mac and Linux
- Visual Studio
- Cloud Hosting Services

- Jira
- JavaScript
- Computer Networking
- Office 365 Administration
- SQL Server Administration

- Confluence
- HTML & CSS
- Adobe Illustrator
- C#
- XML

Projects

ClientVantage
eCommerce Platform, March 2019 - March 2020

- Created marketing material such as brochures, posters, and banner images
- Created a landing page for new clients to learn about the product
- Developed C# scripts to make the process of creating a website more efficient
- Created over 100 eCommerce websites and personalized each one to the client's specifications
- Configured eCommerce solution to match the client's requirements

PracticeVantage
Veterinary Management Software, February 2018 - March 2020

- Developed a user manual for PracticeVantage using Confluence
- Worked with clients to resolve major data discrepancies caused by previous migrations
- Worked with clients from day 1 of program launch to ensure all data had been migrated successfully; analyzed and repaired data and application issues that manifested themselves
- Worked with the developer of the application to ensure migrations were done in a timely fashion; manually analyzed data to match it and migrate it into the company's data architecture
- Discussed data requirements with clients to gain a better understanding of client expectations

Summary

I am a young, resourceful, highly motivated individual who enjoys creating solutions. Creativity shines through me when solving problems, nothing stops me from trying new things to reach the desired result. Patience, dedication, and quick learning are important to me.